JOB SUMMARY

Banner Quality Management Inc. has an opening for a ***Data Analyst*** to support the PACE Contract at NASA Glenn Research Center. The Data Analyst will work with an integrated team to provide customer assistance in all matters pertaining to IT services. Duties include:
- Provide support and assistance to customers by answering questions, resolving problems, helping the customer with issues, and aiding with special projects or initiatives.
- Analyze data relating to IT Services and IT assets and assist customer in making decisions by providing strategic recommendations.
- Support the IT Investment Management Team by spearheading the billing and budget forecasting activities for IT services provided to NASA organizations.

Essential Duties & Responsibilities:
- Collect and analyze data from multiple sources to provide comprehensive insight into IT assets and services

- Build customized, detailed reports and perform analyses allowing the customer to draw insights and make decisions

- Perform "what if" and ad-hoc analyses regarding IT asset services

- Create processes to develop and track key metrics

- Organize and assist in special IT projects

- Assist in the approval and provisioning of defined workflow processing

- Assist and track the onboarding / offboarding of interns with related IT assets

- Be an expert at developing ServiceNow queries to meet specific report generation requirements

- Provide support and generation of incident tickets through our Enterprise End User Service Desk system

- Provide support for configuration changes of IT assets using our Enterprise End User Service Desk system

- Provide support for domestic travel system, international travel system, and applications area Enterprise Service Desk queues

- Develop quarterly IT Asset bills to center Organizations

- Serve as a liaison between Organizations for matters related to IT services

Essential Skills:
- Excellent customer service skills

- Excellent Analytical Skills

- ServiceNow experience is a plus

- Excellent math skills

- Proficient with Microsoft Office Products, especially Excel and MS Access

Experience/Education:
- 1-2 years of experience

- Associates degree in business administration, computer science, management information systems, or related field or equivalent related experience.

Personality or self-management skills:
- Ability to work well in a team environment is crucial

- Excellent organization and planning skills

- Excellent verbal and written communication skills

To apply please submit a current resume and cover letter to:

Banner Quality Management Inc.

Human Resources
hr@bqmi.com

BQMI is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Due to contract requirements, U.S. citizenship is required to obtain access to government facilities and systems. Proof of compliance with Federal Executive Order 14042 requiring Covid-19 vaccination is required.